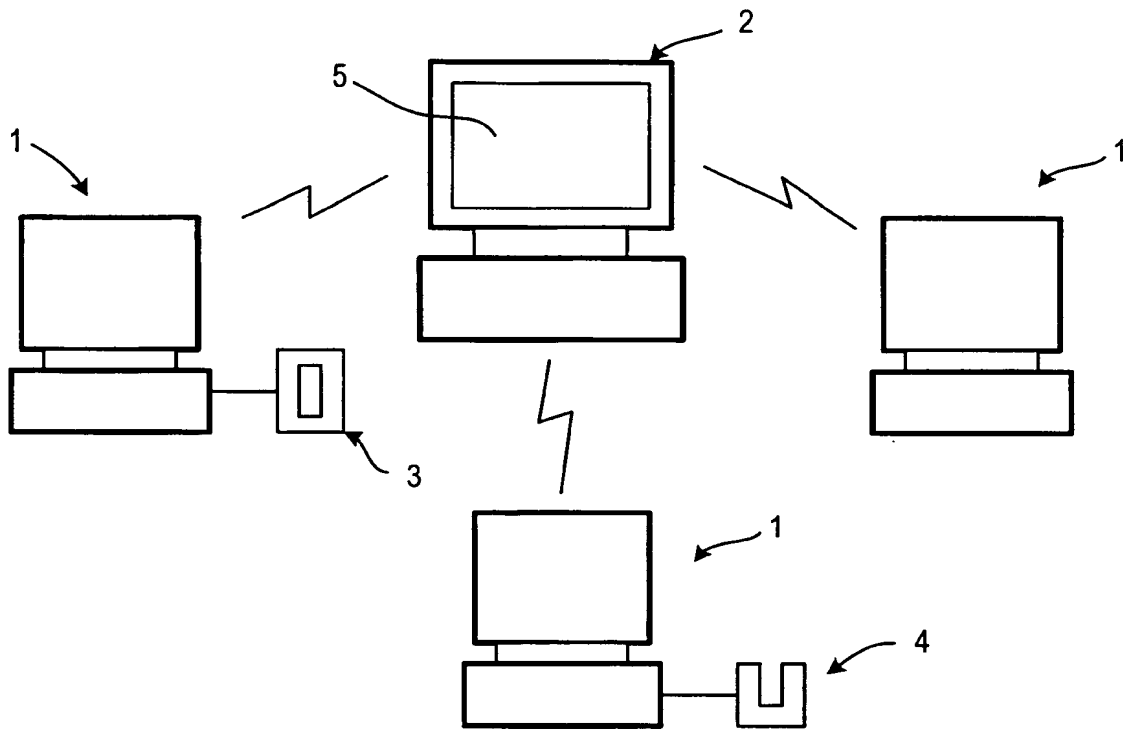


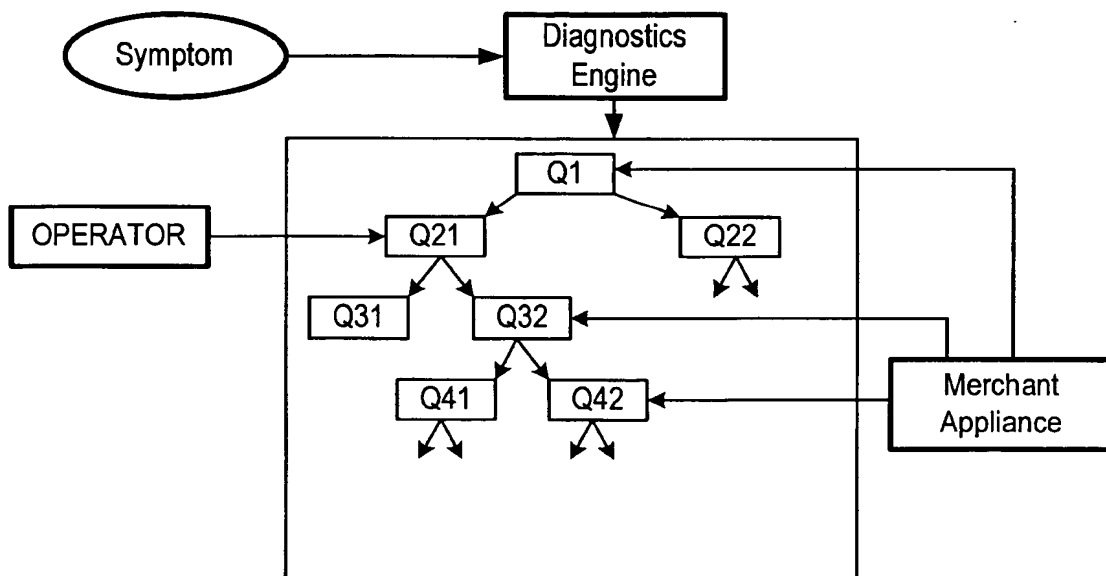


TITLE: Helpdesk System And Method  
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1/2



**Fig. 1**



**Fig. 2**



Host Communication Problem

Is Hostphone number on terminal same as the one configured in the Helpdesk system?

Clicking on "Execute Query" gathers the required data from the terminal executes the diagnostic rule and displays the results below.

Result

**Fig. 3**

Host Communication Problem

Was the Host communication through external modem?

☒ Yes

☐ No

**Fig. 4**